

**Job Title: Computer Client Support Analyst (CCSA)**

Seeking a highly motivated and knowledgeable individual to provide first level phone and desktop remote access support to PG&E staff with the ability to escalate support to higher levels.

**Responsibilities:**

- Provide excellent client desktop support with full understanding of Microsoft Operating Systems, Microsoft Office Suite and computing in an enterprise network environment.
- Follow through on assigned tags to completion.
- Troubleshoot desktop and mobile computing devices, network and peripheral issues; identify and engage needed resources to remedy problems.
- Complete documentation of service requests within established time frames.
- Take ownership and documentation as an Information Manager in assigned areas.
- Be accountable for sharing and publishing of information according to IT practices.

**Required:**

- Excellent knowledge and experience in MS Office Suite, MS operations systems, and enterprise network environment.
- Must have excellent client customer skill and focus.
- Must be able to learn quickly and transfer essential knowledge to team members. Team work is essential.
- Must be engaged when asked to participate in projects with the project team, take initiative when necessary.
- Strong communication skills.
- Demonstrated work quality and efficiency
- Open to change.